



MARKENFIELD HALL RISK ASSESSMENT FORM

Area: the Hall and Moat Walk

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Subject: Areas of Risk and Controls for the Covid-19 Hazard upon the reopening of the Hall for Tiny Tours.

Background

This document has been compiled on behalf of Markenfield Enterprises, in response to the Coronavirus pandemic. It has been put together using the following guidance:

- Working safely during coronavirus (COVID-19): the visitor economy (Government Guidance)
- Working safely during coronavirus (COVID-19): shops and branches (Government Guidance)
- Working safely during coronavirus (COVID-19): cafes and restaurants (Government Guidance)
- The Professional Association of Self Caterers UK cleaning checklist
- Harrogate Borough Council's Checklist for Operating your Premises Safely
- Historic England's Reopening Heritage Locations
- The National Trust Step by Step Guide to Cleaning Toilets on Site. May 2020.

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risk?	What further action do you need to take to control the risk?	Risk factor / urgency
Visitor to visitor contact during the COVID-19 pandemic.	Aerosol transmission of the virus between households.	<p>The three main rooms in the Hall have been measured, and the maximum number of visitors per tour has been calculated, based on households being seated 2m apart. Groups will consist of a maximum of ten people from up to five households.</p> <p>After booking, visitors are asked how many households their party is made up of, to</p>	<p>Ask visitors not to travel if they are experiencing any of the virus' symptoms.</p> <p>Ask visitors to report any virus symptoms they may experience during in the week following their visit.</p> <p>Doors and windows will be left open to provide ventilation throughout the house.</p>	

<p>Visitor to visitor contact during the COVID-19 pandemic cont.</p>		<p>enable the maximum of five households to be adhered to. Ticket stock is initially limited to eight per tour on the website to avoid over-booking.</p> <p>Visitors will be asked to put on a mask when entering the Hall.</p> <p>Seats in the Undercroft and the Great Hall will have been placed 2m apart, in household-sized groupings, to ensure different households do not interact.</p> <p>The chairs in the Chapel that cannot be used due to social distancing will have kneelers placed on them.</p> <p>Externally, small orange cones will be placed at 2m distances to show visitors where they are needed to stand to stay 2m apart.</p> <p>Entry to the Utility Room, the Four Poster Bedroom and passages will be restricted to one household at a time.</p>		
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Guide and visitor contact during the COVID-19 pandemic.	Aerosol transmission of the virus due to raised / projected voices.	To avoid the risk of aerosol transmission, Guides will be seated during their talks inside the Hall. This will encourage a sense of intimacy and reduce the need for / temptation of raised voices. A chair for the guides will be provided in each room at a distance of at least 2m from the nearest visitors.	Guides will be asked to enter the Undercroft after visitors, allowing them to take their seats first. A chair will be provided by the front door for the Guide. The Guide then does not have to walk through the room to in order to lead visitors upstairs to the Great Hall.	

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Touchpoints.	Traces of the virus could be left on surfaces and could be picked up by visitors.	Hand sanitiser will be available before entering the Hall. Visitors will be asked to sanitise their hands when entering the Hall. All leaflets and information sheets have been removed from the Hall.		

Touchpoints cont.		<p>Doors will be left open, so there will be minimal need to touch door knobs or handles.</p> <p>Bins will be provided for the disposal of gloves and masks before leaving the Hall.</p>		
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The cleaning regime not being sufficient to stop the spread of the Virus.	Traces of the virus could be left on surfaces and could be picked up by visitors.	<p>The following cleaning protocols have been introduced after each tour:</p> <p>The high frequency touch points and hard surfaces of the Hall will be cleaned and then sprayed with Virucide.</p> <p>Disposable blue roll will be used to prevent the transmission of the virus between rooms on cleaning cloths.</p> <p>A Daily Cleaning Schedule of all tasks will be made available.</p> <p>Hard floors will be mopped.</p> <p>Windows and doors will</p>		

<p>The cleaning regime not being sufficient to stop the spread of the Virus.</p>		<p>remain open to ventilate the public rooms.</p> <p>The National Trust Guide to Cleaning Toilets will be implemented and a Daily Cleaning Schedule made available.</p>		
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<p>The Shop.</p>	<p>Traces of the virus could be left on surfaces and could be picked up by visitors.</p>	<p>Visitors will be asked to put on disposable gloves before they pick up any items on the shop table.</p> <p>Contactless payments will be requested for plants, shop items and additional cake.</p>		

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risk?	What further action do you need to take to control the risk?	Risk factor / urgency
<p>Staff or Visitors contracting the virus through the take away cake.</p>	<p>Traces of the virus could be left on surfaces and could be picked up by staff and visitors.</p>	<p>The Harrogate Cake Lady has issued the following statement:</p> <p>Our hygiene standards have been and always will be 5-star. We use hair nets, clean aprons</p>		

<p>Staff or Visitors contracting the virus through the take away cake cont.</p>		<p>and latex free gloves for each cake, we also now use n95 face masks and only handle the boxes using gloves too. Box lids are now sealed to prevent lifting until you get home. We now have a 'contact-free' collection process; we arrange a collection time, you arrive and beep your horn, we put your cake box on a clean plastic tray for you and then go back inside. Simply collect your cake and pop it in your car boot. If you would prefer, we can put the box in your boot for you while you stay in your car.</p> <p>The Hall's Administrator will wear a disposable plastic apron, gloves and face mask when preparing and handling the cake.</p> <p>All work surfaces and equipment will be cleaned with Virucide prior to use.</p> <p>Each slice will be individually wrapped in a napkin and then placed in a brown paper bag. Bags will be left by the front door for contactless collection.</p>		
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Staff or Visitors contracting the virus through the take away cake.		Napkins and brown paper bags will be stored in an air tight container to avoid cross contamination.		
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Vulnerable adults contracting the virus.	<p>Traces of the virus could be left on surfaces and picked up by others.</p> <p>Aerosol transmission of the virus if coming face to face.</p>	<p>The Owners have been made aware of the tour schedule and are able to move around the house without encountering the tours.</p> <p>Tours have been scheduled away from the times when other staff are on duty in the house.</p> <p>Thorough cleaning will take place after each tour to minimise the risk of Owners or staff coming into contact with traces of the virus on surfaces.</p> <p>Our Guides have been kept informed of all the measures being put into place and are happy to return under the present circumstances.</p>	Anyone who has any concerns regarding their own personal safety at the Hall should speak to the Administrator, so that measures can be put in place to counteract those concerns.	

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<p>Staff or Visitors contracting the virus through the use of the toilet.</p>	<p>Traces of the virus could be left on surfaces and picked up by others.</p> <p>Aerosol transmission of the virus if coming face to face.</p>	<p>The toilet in the Hall has been closed due to the room's historic nature, and the difficulties in maintaining virus-free conditions.</p> <p>The Gatehouse toilet will be made available, and will be cleaned in accordance with the National Trust Guide to Cleaning Toilets.</p> <p>In addition, all high touch points will be cleaned and sprayed with Virucide.</p> <p>Hand sanitiser will be available before staff and visitors enter.</p> <p>Liquid soap, hand sanitiser and paper towels will be available once in the toilet.</p> <p>Small orange cones will be used to mark out the queue for the toilet, with visitors being asked to queue on the opposite side of the archway and 2m apart.</p> <p>The window will remain open.</p>		

Additional measures taken

The Hall's GDPR policy has been amended to allow for the provision of personal information under the Track & Trace system. Visitor information will be kept and respected under the Policy as usual, and will not be used in any way other than specified.

All staff know that if they exhibit any symptoms whatsoever they are to report them and to self-isolate for a minimum of 14 days, or until all symptoms have gone.